

[Full brand name]
[Return address1]
[Return address2]
[Return city], [return state] [return zip]



May 11, 2017

[Subscriber first name] [Subscriber last name]
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[Subscriber city], [Subscriber state] [Subscriber zip]

Save the ER for emergencies — Or you'll be responsible for the cost

Going to the emergency room or calling 9-1-1 is always the way to go when it's an emergency. And we've got you covered for those situations.

But starting June 1, 2017, you'll be responsible for ER costs when it's NOT an emergency (this isn't a change to your benefits plan).

If you need care now, but it's not an emergency, try these other options:

Urgent Care

Open nights/weekends.

Back and joint pain,
cough/cold, sinus or
ear pain, sprains and
strains and even x-rays

Retail Health Clinic

Rash, minor burns,
cough, sore throat,
shots, minor allergic
reactions, bumps, cuts
& scrapes

LiveHealth Online

Visit with a doctor
online 24/7 when you
have a common health
condition. Sign up now
at livehealthonline.com
or with the mobile app.

24/7 NurseLine

Call the 24/7 NurseLine
on the back of your
member ID card.

Go to anthem.com/findurgentcare to search for the right care option in your neighborhood.

Questions?

Give us a call at the Member Services number on the back of your ID card. You can also log in to anthem.com for a closer look at your benefits.

— Your Anthem team

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